

PEI ZHU YU

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BACKGROUND SUMMARY

Accomplished retail managers and sales associate with more than ten years experience, Recognized as top retail sales manager. Expertise in training sales associates. Experience as off-shore representative, using bilingual expertise to advantage; Computer training and skills used advantageously. Skilled in Motivational Training and Customer Service.

ACCOMPLISHMENTS

2013 - 2014: **Sales Associate**, Macy's Union Square store, San Francisco, CA

- open and closed the store including counting cash register. placed special merchandise orders for customers, created strategies to develop and expand existing customer sales which resulted in 200 % increase in monthly sales. shared product knowledge with customers while marking personal recommendation. worked as team member to provide the highest level of service to customers maintained friendly and professional interactions. Demonstrated that customers come first by serving them with a sense of urgency. verified that all merchandising standards were maintained on a daily basis.

1999 - 2008: **Store Manager**, Elegant Illusions, San Francisco, CA

- Responsible for daily activities of business operations including purchasing, merchandise processing and display, inventory control, scheduling, hiring and training new sales associates.
- Responsible for daily accounting, bookkeeping and marketing strategy.
- Traveled frequently to other store branches, including off-shore locations.
- Recognized as top-selling manger for entire company (23 stores) for nine consecutive years.

1998 -1998: **Sales and Cashier Associate**, Oasis/ Baywear, San Francisco, CA

- Assisted in overall management of direct-to-public clothing retailer including opening and closing, and performing daily sales associate functions.

1998 - 1998: **Sales Associate**, Talbot's Inc., San Francisco, CA

- Expanded store's visibility and moved to new location.
- Exceeded sales targets by 50% of entire sales staff.
- Initiated a two-week product train program for new sales associates.
- Acquired High-Line product knowledge as well as High-end Consumer sales skills.

1997 - 1998, **Sales Associate**, Macy's Men's Store, San Francisco, CA

- Recognized as making substantial contribution during Christmas holiday season.
- Dealt effectively with high traffic and high volume while providing individual service.

1995 - 1997, **Sales Associate**, Express Inc. (Department Store) San Francisco, CA

- Top-selling sales associate for fashion clothing retail store during two-year tour.